



H A N D O U T 15

When it comes to conflict, you always have choices. You can ...

Take charge, force, demand, protect yourself or others

Accommodate, give in, let it go, smooth it over

Avoid it, ignore it, drop it, or exit

Postpone, pause and reflect; return to the problem later

Seek out a trusted adult, a level-headed friend, or a mediator

Problem solve:

CHECK IT OUT, notice, observe, and ask questions before you decide what to do

LISTEN AND DEFUSE when someone's upset

ASSERT your feelings, needs, and "No's"

NEGOTIATE ("Let's talk it out and reach a solution that works for both of us.")